

Enterprise Incident Report August 2012

As of 9/4/2012

Human Resource Management

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Human Resource Management	Application Services	Tony Larsen	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Application Support	Wayne Andersen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Application Support - DFI	Greg Berensen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Desktop Support	Brian Bintz	0 0	18 4	0 0	18 4
		Assigned to Individual Total	0 0	18 4	0 0	18 4
	Capitol Hosting	Dale Hicks	1 0	0 0	0 0	1 0
		Danny Black	1 0	0 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	0 0	2 0

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Human Resource Management

			High	Low	Medium	FCR Total
Human Resource Management	Help Desk	Julie VanBeekum	0	2	0	2
			0	2	0	2
		Sarah Johnson	0	1	0	1
			0	0	0	0
		Vicky Marrelli	0	2	0	2
			0	2	0	2
		Assigned to Individual Total	0	5	0	5
			0	4	0	4
	Metro A Desktop Support	Eric Sedgwick	0	5	0	5
			0	2	0	2
		Kraig Ellis	0	1	0	1
			0	0	0	0
		Michael Barth	0	4	0	4
			0	1	0	1
		Nancy Hachmeister	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	12	0	12
			0	3	0	3
	Metro A Help Desk	Edward Fortner	0	1	0	1
			0	1	0	1
		Liz Evans	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	2	0	2
			0	2	0	2
	Metro B Desktop Support	Austin Farey	0	1	0	1
			0	0	0	0
		Bill Crowther	0	1	0	1
			0	0	0	0

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Human Resource Management

			High	Low	Medium	FCR Total
Human Resource Management	Metro B Desktop Support	Jay Locker	0 0	1 0	0 0	1 0
		Mike Wilde	0 0	1 0	0 0	1 0
		Peter Musser	0 0	1 0	0 0	1 0
		Sean Chadbourne	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Metro B Help Desk	Gary Graham	0 0	2 2	0 0	2 2
		Torri Randa	0 0	1 1	0 0	1 1
		Val Shepherd	0 0	3 3	0 0	3 3
		Assigned to Individual Total	0 0	6 6	0 0	6 6
	Metro C Help Desk	Karen Gross	0 0	2 2	0 0	2 2
		Reed Stohel	0 0	3 3	0 0	3 3
		Ross Owen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 5	0 0	6 5
	Metro C West Desktop Support	Jared B Jensen	0 0	1 1	0 0	1 1

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Human Resource Management

			High	Low	Medium	FCR Total
Human Resource Management	Metro C West Desktop Support	Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Metro D Desktop Support	Denise Wardle	0	1	0	1
			0	0	0	0
		Rod Tucker	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	2	0	2
			0	1	0	1
	Metro D Help Desk	Doug Brown	0	1	0	1
			0	1	0	1
		Jed Patrick	0	1	0	1
			0	1	0	1
		John Robinson	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	3	0	3
			0	3	0	3
	Metro D Hosting	Sean McMillan	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Operations Production Control	Christie Burnham	0	4	0	4
			0	4	0	4
		Assigned to Individual Total	0	4	0	4
			0	4	0	4
	Rural Central Desktop Support	John Donaldson	0	2	0	2
			0	2	0	2
		Robert Case	0	1	0	1
			0	1	0	1

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			High	Low	Medium	FCR Total
Human Resource Management	Rural Central Desktop Support	Assigned to Individual Total	0	3	0	3
			0	3	0	3
	Voice Operations	Gail Christiansen	0	1	0	1
			0	0	0	0
		Leon Owen	0	1	0	1
			0	0	0	0
		Romanza Hamblin Sorensen	0	6	0	6
			0	4	0	4
		Assigned to Individual Total	0	8	0	8
			0	4	0	4
	Voice/Data/WAN Services	Mitch Hood	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
Assigned Group Total			2	80	1	83
			0	41	0	41
Customer Company Total			2	80	1	83
			0	41	0	41

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Human Resource Management

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Human Resource Management	Application Services	Tony Larsen	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Application Support	Wayne Andersen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - DFI	Greg Berensen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Desktop Support	Brian Bintz	0 0	18 3	0 0	18 3
		Assigned to Individual Total	0 0	18 3	0 0	18 3
	Capitol Hosting	Dale Hicks	1 0	0 0	0 0	1 0
		Danny Black	1 0	0 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	0 0	2 0

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Human Resource Management

			High	Low	Medium	MIR Total
Human Resource Management	Help Desk	Julie VanBeekum	0 0	2 0	0 0	2 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Metro A Desktop Support	Eric Sedgwick	0 0	5 1	0 0	5 1
		Kraig Ellis	0 0	1 1	0 0	1 1
		Michael Barth	0 0	4 0	0 0	4 0
		Nancy Hachmeister	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	12 2	0 0	12 2
	Metro A Help Desk	Edward Fortner	0 0	1 0	0 0	1 0
		Liz Evans	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro B Desktop Support	Austin Farey	0 0	1 0	0 0	1 0
		Bill Crowther	0 0	1 0	0 0	1 0

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Human Resource Management

			High	Low	Medium	MIR Total
Human Resource Management	Metro B Desktop Support	Jay Locker	0 0	1 0	0 0	1 0
		Mike Wilde	0 0	1 0	0 0	1 0
		Peter Musser	0 0	1 0	0 0	1 0
		Sean Chadbourne	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Metro B Help Desk	Gary Graham	0 0	2 0	0 0	2 0
		Torri Randa	0 0	1 0	0 0	1 0
		Val Shepherd	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Metro C Help Desk	Karen Gross	0 0	2 0	0 0	2 0
		Reed Stohel	0 0	3 0	0 0	3 0
		Ross Owen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	6 1	0 0	6 1
	Metro C West Desktop Support	Jared B Jensen	0 0	1 0	0 0	1 0

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Human Resource Management

			High	Low	Medium	MIR Total
Human Resource Management	Metro C West Desktop Support	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro D Desktop Support	Denise Wardle	0	1	0	1
			0	0	0	0
		Rod Tucker	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Metro D Help Desk	Doug Brown	0	1	0	1
			0	0	0	0
		Jed Patrick	0	1	0	1
			0	0	0	0
		John Robinson	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	3	0	3
			0	0	0	0
	Metro D Hosting	Sean McMillan	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Operations Production Control	Christie Burnham	0	4	0	4
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Rural Central Desktop Support	John Donaldson	0	2	0	2
			0	0	0	0
		Robert Case	0	1	0	1
			0	0	0	0

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			High	Low	Medium	MIR Total
Human Resource Management	Rural Central Desktop Support	Assigned to Individual Total	0 0	3 0	0 0	3 0
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Voice/Data/WAN Services	Mitch Hood	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		2 0	80 7	1 0	83 7
Customer Company Total			2 0	80 7	1 0	83 7

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Human Resource Management

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Human Resource Management	Application Services	Tony Larsen	0 0.00	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	1 0.00
	Application Support	Wayne Andersen	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Application Support - DFI	Greg Berensen	0 0.00	1 0.66	0 0.00	1 0.66
		Assigned to Individual Total	0 0.00	1 0.66	0 0.00	1 0.66
	Capitol Desktop Support	Brian Bintz	0 0.00	18 0.32	0 0.00	18 0.32
		Assigned to Individual Total	0 0.00	18 0.32	0 0.00	18 0.32
	Capitol Hosting	Dale Hicks	1 0.13	0 0.00	0 0.00	1 0.13
		Danny Black	1 0.28	0 0.00	0 0.00	1 0.28
		Assigned to Individual Total	2 0.20	0 0.00	0 0.00	2 0.20

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			High	Low	Medium	ATTIR Total
Human Resource Management	Help Desk	Julie VanBeekum	0 0.00	2 0.00	0 0.00	2 0.00
		Sarah Johnson	0 0.00	1 0.45	0 0.00	1 0.45
		Vicky Marrelli	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	5 0.09	0 0.00	5 0.09
	Metro A Desktop Support	Eric Sedgwick	0 0.00	5 0.28	0 0.00	5 0.28
		Kraig Ellis	0 0.00	1 3.46	0 0.00	1 3.46
		Michael Barth	0 0.00	4 0.04	0 0.00	4 0.04
		Nancy Hachmeister	0 0.00	2 0.20	0 0.00	2 0.20
		Assigned to Individual Total	0 0.00	12 0.45	0 0.00	12 0.45
	Metro A Help Desk	Edward Fortner	0 0.00	1 0.00	0 0.00	1 0.00
		Liz Evans	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Metro B Desktop Support	Austin Farey	0 0.00	1 0.36	0 0.00	1 0.36
		Bill Crowther	0 0.00	1 0.23	0 0.00	1 0.23

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Human Resource Management

			High	Low	Medium	ATTIR Total
Human Resource Management	Metro B Desktop Support	Jay Locker	0 0.00	1 0.19	0 0.00	1 0.19
		Mike Wilde	0 0.00	1 0.08	0 0.00	1 0.08
		Peter Musser	0 0.00	1 0.06	0 0.00	1 0.06
		Sean Chadbourne	0 0.00	1 0.08	0 0.00	1 0.08
		Assigned to Individual Total	0 0.00	6 0.16	0 0.00	6 0.16
	Metro B Help Desk	Gary Graham	0 0.00	2 0.00	0 0.00	2 0.00
		Torri Randa	0 0.00	1 0.00	0 0.00	1 0.00
		Val Shepherd	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	6 0.00	0 0.00	6 0.00
	Metro C Help Desk	Karen Gross	0 0.00	2 0.00	0 0.00	2 0.00
		Reed Stohel	0 0.00	3 0.00	0 0.00	3 0.00
		Ross Owen	0 0.00	1 1.41	0 0.00	1 1.41
		Assigned to Individual Total	0 0.00	6 0.23	0 0.00	6 0.23
	Metro C West Desktop Support	Jared B Jensen	0 0.00	1 0.00	0 0.00	1 0.00

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Human Resource Management

			High	Low	Medium	ATTIR Total
Human Resource Management	Metro C West Desktop Support	Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro D Desktop Support	Denise Wardle	0 0.00	1 0.43	0 0.00	1 0.43
		Rod Tucker	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.21	0 0.00	2 0.21
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	0 0.00	1 0.00
		Jed Patrick	0 0.00	1 0.00	0 0.00	1 0.00
		John Robinson	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Metro D Hosting	Sean McMillan	0 0.00	1 1.26	0 0.00	1 1.26
		Assigned to Individual Total	0 0.00	1 1.26	0 0.00	1 1.26
	Operations Production Control	Christie Burnham	0 0.00	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	0 0.00	4 0.00	0 0.00	4 0.00
	Rural Central Desktop Support	John Donaldson	0 0.00	2 0.00	0 0.00	2 0.00
		Robert Case	0 0.00	1 0.00	0 0.00	1 0.00

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Human Resource Management

			High	Low	Medium	ATTIR Total
Human Resource Management	Rural Central Desktop Support	Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Voice Operations	Gail Christiansen	0 0.00	1 0.49	0 0.00	1 0.49
		Leon Owen	0 0.00	1 0.08	0 0.00	1 0.08
		Romanza Hamblin Sorensen	0 0.00	6 0.22	0 0.00	6 0.22
		Assigned to Individual Total	0 0.00	8 0.24	0 0.00	8 0.24
	Voice/Data/WAN Services	Mitch Hood	0 0.00	1 0.49	0 0.00	1 0.49
		Assigned to Individual Total	0 0.00	1 0.49	0 0.00	1 0.49
	Assigned Group Total		2 0.20	80 0.23	1 0.00	83 0.23
Customer Company Total			2 0.20	80 0.23	1 0.00	83 0.23

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Human Resource Management

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Human Resource Management	Application Services	Tony Larsen	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Application Support	Wayne Andersen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - DFI	Greg Berensen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Desktop Support	Brian Bintz	0 0	18 0	0 0	18 0
		Assigned to Individual Total	0 0	18 0	0 0	18 0
	Capitol Hosting	Dale Hicks	1 0	0 0	0 0	1 0
		Danny Black	1 0	0 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	0 0	2 0

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Human Resource Management

			High	Low	Medium	MR Total
Human Resource Management	Help Desk	Julie VanBeekum	0 0	2 0	0 0	2 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Metro A Desktop Support	Eric Sedgwick	0 0	5 0	0 0	5 0
		Kraig Ellis	0 0	1 0	0 0	1 0
		Michael Barth	0 0	4 0	0 0	4 0
		Nancy Hachmeister	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	12 0	0 0	12 0
	Metro A Help Desk	Edward Fortner	0 0	1 0	0 0	1 0
		Liz Evans	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro B Desktop Support	Austin Farey	0 0	1 0	0 0	1 0
		Bill Crowther	0 0	1 0	0 0	1 0

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Human Resource Management

			High	Low	Medium	MR Total
Human Resource Management	Metro B Desktop Support	Jay Locker	0 0	1 0	0 0	1 0
		Mike Wilde	0 0	1 0	0 0	1 0
		Peter Musser	0 0	1 0	0 0	1 0
		Sean Chadbourne	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Metro B Help Desk	Gary Graham	0 0	2 0	0 0	2 0
		Torri Randa	0 0	1 0	0 0	1 0
		Val Shepherd	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Metro C Help Desk	Karen Gross	0 0	2 0	0 0	2 0
		Reed Stohel	0 0	3 0	0 0	3 0
		Ross Owen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Metro C West Desktop Support	Jared B Jensen	0 0	1 0	0 0	1 0

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			High	Low	Medium	MR Total
Human Resource Management	Metro C West Desktop Support	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro D Desktop Support	Denise Wardle	0	1	0	1
			0	0	0	0
		Rod Tucker	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Metro D Help Desk	Doug Brown	0	1	0	1
			0	0	0	0
		Jed Patrick	0	1	0	1
			0	0	0	0
		John Robinson	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	3	0	3
			0	0	0	0
	Metro D Hosting	Sean McMillan	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Operations Production Control	Christie Burnham	0	4	0	4
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Rural Central Desktop Support	John Donaldson	0	2	0	2
			0	0	0	0
		Robert Case	0	1	0	1
			0	0	0	0

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			High	Low	Medium	MR Total
Human Resource Management	Rural Central Desktop Support	Assigned to Individual Total	0 0	3 0	0 0	3 0
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Voice/Data/WAN Services	Mitch Hood	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		2 0	80 0	1 0	83 0
Customer Company Total			2 0	80 0	1 0	83 0

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Human Resource Management

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Human Resource Management	Application Services	Tony Larsen	0 0.00	0 0.00	1 0.95	1 0.95
		Assigned to Individual Total	0 0.00	0 0.00	1 0.95	1 0.95
	Application Support	Wayne Andersen	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Application Support - DFI	Greg Berensen	0 0.00	1 1.44	0 0.00	1 1.44
		Assigned to Individual Total	0 0.00	1 1.44	0 0.00	1 1.44
	Capitol Desktop Support	Brian Bintz	0 0.00	18 1.41	0 0.00	18 1.41
		Assigned to Individual Total	0 0.00	18 1.41	0 0.00	18 1.41
	Capitol Hosting	Dale Hicks	1 2.00	0 0.00	0 0.00	1 2.00
		Danny Black	1 1.27	0 0.00	0 0.00	1 1.27
		Assigned to Individual Total	2 1.63	0 0.00	0 0.00	2 1.63

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Human Resource Management

			High	Low	Medium	ATTR Total
Human Resource Management	Help Desk	Julie VanBeekum	0 0.00	2 0.00	0 0.00	2 0.00
		Sarah Johnson	0 0.00	1 1.28	0 0.00	1 1.28
		Vicky Marrelli	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	5 0.26	0 0.00	5 0.26
	Metro A Desktop Support	Eric Sedgwick	0 0.00	5 0.28	0 0.00	5 0.28
		Kraig Ellis	0 0.00	1 3.83	0 0.00	1 3.83
		Michael Barth	0 0.00	4 0.45	0 0.00	4 0.45
		Nancy Hachmeister	0 0.00	2 0.21	0 0.00	2 0.21
		Assigned to Individual Total	0 0.00	12 0.62	0 0.00	12 0.62
	Metro A Help Desk	Edward Fortner	0 0.00	1	0 0.00	1
		Liz Evans	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Metro B Desktop Support	Austin Farey	0 0.00	1 0.36	0 0.00	1 0.36
		Bill Crowther	0 0.00	1 0.66	0 0.00	1 0.66

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Human Resource Management

			High	Low	Medium	ATTR Total
Human Resource Management	Metro B Desktop Support	Jay Locker	0 0.00	1 1.27	0 0.00	1 1.27
		Mike Wilde	0 0.00	1 1.57	0 0.00	1 1.57
		Peter Musser	0 0.00	1 0.06	0 0.00	1 0.06
		Sean Chadbourne	0 0.00	1 0.96	0 0.00	1 0.96
		Assigned to Individual Total	0 0.00	6 0.81	0 0.00	6 0.81
	Metro B Help Desk	Gary Graham	0 0.00	2 0.10	0 0.00	2 0.10
		Torri Randa	0 0.00	1 0.00	0 0.00	1 0.00
		Val Shepherd	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	6 0.03	0 0.00	6 0.03
	Metro C Help Desk	Karen Gross	0 0.00	2 0.00	0 0.00	2 0.00
		Reed Stohel	0 0.00	3 0.00	0 0.00	3 0.00
		Ross Owen	0 0.00	1 1.41	0 0.00	1 1.41
		Assigned to Individual Total	0 0.00	6 0.23	0 0.00	6 0.23
	Metro C West Desktop Support	Jared B Jensen	0 0.00	1 0.00	0 0.00	1 0.00

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Human Resource Management

			High	Low	Medium	ATTR Total
Human Resource Management	Metro C West Desktop Support	Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro D Desktop Support	Denise Wardle	0 0.00	1 2.43	0 0.00	1 2.43
		Rod Tucker	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 1.22	0 0.00	2 1.22
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	0 0.00	1 0.00
		Jed Patrick	0 0.00	1 0.00	0 0.00	1 0.00
		John Robinson	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Metro D Hosting	Sean McMillan	0 0.00	1 1.42	0 0.00	1 1.42
		Assigned to Individual Total	0 0.00	1 1.42	0 0.00	1 1.42
	Operations Production Control	Christie Burnham	0 0.00	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	0 0.00	4 0.00	0 0.00	4 0.00
	Rural Central Desktop Support	John Donaldson	0 0.00	2 0.00	0 0.00	2 0.00
		Robert Case	0 0.00	1 2.91	0 0.00	1 2.91

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Human Resource Management

			High	Low	Medium	ATTR Total
Human Resource Management	Rural Central Desktop Support	Assigned to Individual Total	0 0.00	3 0.97	0 0.00	3 0.97
	Voice Operations	Gail Christiansen	0 0.00	1 0.54	0 0.00	1 0.54
		Leon Owen	0 0.00	1 0.08	0 0.00	1 0.08
		Romanza Hamblin Sorensen	0 0.00	6 0.63	0 0.00	6 0.63
		Assigned to Individual Total	0 0.00	8 0.55	0 0.00	8 0.55
	Voice/Data/WAN Services	Mitch Hood	0 0.00	1 1.37	0 0.00	1 1.37
		Assigned to Individual Total	0 0.00	1 1.37	0 0.00	1 1.37
	Assigned Group Total		2 1.63	80 0.69	1 0.95	83 0.72
Customer Company Total			2 1.63	80 0.69	1 0.95	83 0.72

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Detail

INC000000554455	Cindy Bane	Application	None	State Payroll System	TIR Missed: No	0.06
	Metro B Desktop Support	Peter Musser	Human Resource Management	Low Closed	TTR Missed: No	0.06
INC000000555147	Larene Wyss	Application	Reporting	Microsoft Access	TIR Missed: No	0.28
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low Closed	TTR Missed: No	0.95
INC000000555868	Cathy Lewis	None	None	None	TIR Missed: Yes	3.46
	Metro A Desktop Support	Kraig Ellis	Human Resource Management	Low Closed	TTR Missed: No	3.83
INC000000555973	Melissa Anglesey	None	None	None	TIR Missed: Yes	1.41
	Metro C Help Desk	Ross Owen	Human Resource Management	Low Closed	TTR Missed: No	1.41
INC000000556122	Mary Ann Davis	Network	Error	Active Directory	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Human Resource Management	Low Closed	TTR Missed: No	0.00
INC000000556226	Mary Christensen	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low Closed	TTR Missed: No	0.65
INC000000556401	Debbie Martinez-Orth	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.22
	Metro A Desktop Support	Eric Sedgwick	Human Resource Management	Low Closed	TTR Missed: No	0.22
INC000000556403	Debbie Martinez-Orth	Print/Copy/Scan/Fax	None	None	TIR Missed: Yes	1.05
	Metro A Desktop Support	Eric Sedgwick	Human Resource Management	Low Closed	TTR Missed: No	1.05
INC000000556411	Debbie Martinez-Orth	PC/Laptop	Performance	None	TIR Missed: No	0.11
	Metro A Desktop Support	Eric Sedgwick	Human Resource Management	Low Closed	TTR Missed: No	0.11
INC000000556437	Cathy Lewis	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Human Resource Management	Low Closed	TTR Missed: No	
INC000000556495	Debbie Martinez-Orth	Application	None	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Resource Management	Low Closed	TTR Missed: No	0.00
INC000000556521	Debbie Martinez-Orth	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Human Resource Management	Low Closed	TTR Missed: No	0.00
INC000000556525	Carmen Nichol	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Human Resource Management	Low Closed	TTR Missed: No	0.00
INC000000556808	Jay Jensen	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Resource Management	Low Closed	TTR Missed: No	0.00
INC000000556812	Debi Tripp	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Resource Management	Low Closed	TTR Missed: No	0.00
INC000000556814	Debi Tripp	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Resource Management	Low Closed	TTR Missed: No	0.00

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INC000000556929	Aubrey Garduno	Application	None	SAP Frontend		TIR Missed: No	0.21
	Metro A Desktop Support	Nancy Hachmeister	Human Resource Management	Low	Closed	TTR Missed: No	0.21
INC000000556945	Carrie Stevenson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000557488	Sarah W Thomson	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000557574	Natalie Gearheart	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000557599	Con Whipple	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	0.45
	Help Desk	Sarah Johnson	Human Resource Management	Low	Closed	TTR Missed: No	1.28
INC000000558176	Linda Beus	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000558177	Michelle Watts	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000558251	Kelly Chinn	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000558327	Tami Hart	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000558460	Brenda May	Application	Error	PGP		TIR Missed: No	0.10
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.84
INC000000558626	Michelle Campbell	None	None	FrontEnd		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Human Resource Management	Low	Closed	TTR Missed: No	0.44
INC000000558818	Judith Price	Application	Error	Internet Explorer		TIR Missed: Yes	1.01
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	1.33
INC000000559072	Rick Hughes	Telecom	Voice Mail	Telephone		TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low	Closed	TTR Missed: No	0.26
INC000000559265	April Nicholls	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.03
INC000000559475	Tina Sweet	None	None	None		TIR Missed: No	0.25
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	5.55
INC000000559692	Gaye Betts	Application	Error	Adobe Acrobat		TIR Missed: No	0.43
	Metro D Desktop Support	Denise Wardle	Human Resource Management	Low	Closed	TTR Missed: No	2.43
INC000000559775	Judith Price	Application	Error	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Closed	TTR Missed: No	0.00

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INC000000559992	Judith Price	PC/Laptop	Error	None		TIR Missed: No	0.06
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	1.04
INC000000560031	Tammy Hunt	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.16
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	2.08
INC000000560819	Pamela Park	None	None	None		TIR Missed: No	0.08
	Metro B Desktop Support	Mike Wilde	Human Resource Management	Low	Closed	TTR Missed: No	1.57
INC000000560936	Sarah Tice	Telecom	Coverage Path	Telephone		TIR Missed: No	0.08
	Voice Operations	Leon Owen	Human Resource Management	Low	Closed	TTR Missed: No	0.08
INC000000560989	Sharyn Dobson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.04
INC000000561647	Sharyn Dobson	PC/Laptop	Hardware	None		TIR Missed: No	0.09
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	3.07
INC000000561652	Sharyn Dobson	Telecom	None	None		TIR Missed: No	0.49
	Voice/Data/WAN Services	Mitch Hood	Human Resource Management	Low	Closed	TTR Missed: No	1.37
INC000000562081	Debbie Martinez-Orth	PC/Laptop	Performance	None		TIR Missed: No	0.11
	Metro A Desktop Support	Michael Barth	Human Resource Management	Low	Closed	TTR Missed: No	0.63
INC000000562137	Patricia M Kingsbury	Telecom	Area Code	Telephone		TIR Missed: No	0.49
	Voice Operations	Gail Christiansen	Human Resource Management	Low	Closed	TTR Missed: No	0.54
INC000000562498	Enid Bourgeois	Telecom	Voice Mail	Telephone		TIR Missed: No	0.06
	Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low	Closed	TTR Missed: No	1.14
INC000000562732	Glenn Parsons	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000562833	Kathryn Medina	None	None	Microsoft Word		TIR Missed: No	0.19
	Metro B Desktop Support	Jay Locker	Human Resource Management	Low	Closed	TTR Missed: No	1.27
INC000000563287	JJ Acker	Application	Error	Novell GroupWise		TIR Missed: No	0.08
	Metro B Desktop Support	Sean Chadbourne	Human Resource Management	Low	Closed	TTR Missed: No	0.96
INC000000563630	Patty Young	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000563676	Paul Edlefsen	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000563704	Debbie Martinez-Orth	Application	None	State Payroll Time Entry System		TIR Missed: No	0.66
	Application Support - DFI	Greg Berensen	Human Resource Management	Low	Closed	TTR Missed: No	1.44
INC000000564059	Enid Bourgeois	Telecom	None	Telephone		TIR Missed: No	0.44
	Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low	Closed	TTR Missed: No	0.84

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INC000000564132	Debbie Martinez-Orth	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Michael Barth	Human Resource Management	Low	Closed	TTR Missed: No	0.68
INC000000564213	Jay Jensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000564344	Kaye Crawford	PC/Laptop	Hardware	None		TIR Missed: No	0.23
	Metro B Desktop Support	Bill Crowther	Human Resource Management	Low	Closed	TTR Missed: No	0.66
INC000000564398	Alan Owens	Telecom	None	None		TIR Missed: No	0.15
	Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low	Closed	TTR Missed: No	0.22
INC000000564827	Becca L. Hoyt	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000565198	Sarah Tice	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000565282	Lowe Rudd	PC/Laptop	Hardware	None		TIR Missed: No	0.14
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.60
INC000000565293	Glenn Parsons	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000565616	Debbie Martinez-Orth	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Human Resource Management	Low	Resolved	TTR Missed: No	0.04
INC000000565952	Janice Rhiddlehoover	Telecom	Voice Mail	Telephone		TIR Missed: No	0.07
	Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low	Resolved	TTR Missed: No	0.33
INC000000566087	Rebecca Lisor	Telecom	None	Telephone		TIR Missed: No	0.13
	Capitol Hosting	Dale Hicks	Human Resource Management	High	Resolved	TTR Missed: No	2.00
INC000000566312	Kathryn Medina	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.36
	Metro B Desktop Support	Austin Farey	Human Resource Management	Low	Resolved	TTR Missed: No	0.36
INC000000566334	Bart Olsen	PC/Laptop	Error	None		TIR Missed: No	0.54
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	1.64
INC000000566484	Jay Jensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000567360	Melissa Anglesey	None	None	Utah Master Directory		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000567647	Jeff Herring	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Tony Larsen	Human Resource Management	Medium	Resolved	TTR Missed: No	0.95
INC000000567888	Jeannette Raymond	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Human Resource Management	Low	Resolved	TTR Missed: No	0.00

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INC000000568249	Glenn Parsons Metro D Hosting	Network Sean McMillan	None Human Resource Management	None Low	Resolved	TIR Missed: Yes TTR Missed: No	1.26 1.42
INC000000569168	Rebecca Lisor Capitol Desktop Support	PC/Laptop Brian Bintz	Performance Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	0.36 0.37
INC000000569183	Tina Sweet Help Desk	Application Julie VanBeekum	None Human Resource Management	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569319	Judith Price Capitol Desktop Support	Network Brian Bintz	Password Human Resource Management	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: Yes TTR Missed: No	1.19 2.17
INC000000569505	Paul Edlefsen Metro B Help Desk	None Gary Graham	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.19
INC000000569633	Jay Jensen Operations Production Control	None Christie Burnham	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569962	Sharyn Dobson Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Human Resource Management	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.51 1.01
INC000000570224	Katie Clayton Capitol Desktop Support	Network Brian Bintz	Error Human Resource Management	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.11 3.53
INC000000570379	Jamie L Anderson Metro C Help Desk	Mainframe Reed Stohel	Password Human Resource Management	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000570437	Aubrey Garduno Metro A Desktop Support	Print/Copy/Scan/Fax Nancy Hachmeister	Incident Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	0.19 0.21
INC000000570702	Sarah Liufau Capitol Desktop Support	Print/Copy/Scan/Fax Brian Bintz	Incident Human Resource Management	None Low	Resolved	TIR Missed: Yes TTR Missed: No	1.43 1.44
INC000000571061	Travis Thurston Metro C Help Desk	Network Reed Stohel	Password Human Resource Management	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571144	Bethany Alsobrook Rural Central Desktop Support	None Robert Case	None Human Resource Management	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	0.00 2.91
INC000000571295	Sarah W Thomson Application Support	None Wayne Andersen	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571362	Jay Jensen Metro A Help Desk	None Liz Evans	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571751	Lyndrea Schauer Capitol Hosting	Server Danny Black	Error Human Resource Management	None High	Resolved	TIR Missed: No TTR Missed: No	0.28 1.27